

## PURPOSE

This Working Group's primary objective is to focus on the ISSA participants' digitalization and digitization journey to understand the challenges and opportunities to promote digital standardization, share best practices and enhance efficiency, risk reduction and an improved investor experience within the industry.

# Digitization Working Group

## Working Group Co-Chair:

- Michael McPolin, Broadridge
- Ian Pledger, BNY Mellon

**40 Working Group Members**

**24 ISSA Member Firms Involved**

This Working Group looks at the digitalization of processes as opposed to specific digitization of securities or currencies. Areas of focus are topics which would benefit from best practice and industry standardization and also interoperability between participants.

## Current in scope topics include:

- Account opening and KYC
- Tax documentation, at source or reclaimed
- Corporate Actions and Proxy Voting - Achieving adoption of machine learning
- Manual processes that include hard copy documents & wet signatures
- APIs - Development of standardized industry APIs in support of the digitization agenda (covered in ISO 20022 WG)
- DLT standards and market adoption (covered in Working Group 'Distributed Ledger Technology')
- **ACTIVE TOPIC: PRIVATE MARKETS**  
As demand for investments in this sector is increasing, there is a need to review and enhance the front to back processes and provide better investor outcomes and transparency.

## PRIVATE MARKETS

### Scope

Changing investor behaviour has increased demand for Private Equity and alternative investments – but the process of settlement and registration remains inefficient. In the present phase the Working Group is collecting a number of projects or service offerings to see if solutions have a common set of attributes and whether these can form a baseline for best practices. From this, the Working Group aims to review the current challenges and propose an institutional solution for the market incorporating ISSA standards, controls, best practices and new disruptive technologies.

### Key Deliverables

- Establishment of baseline solution flows
- Define solutions and best practices based on the findings, promote industry adoption and a standard digitization agenda
- Publish a report and recommendations in Q3 2023